

Email

Useful Language

Subject & Opening

SUBJECT LINES:

RE: [TOPIC]

REQUEST FOR INFORMATION ABOUT...

FOLLOW-UP: [MEETING/DISCUSSION]

Greetings:

DEAR [NAME],

HI [NAME], (INFORMAL)

Main Message

MAKING REQUESTS:

COULD YOU PLEASE...

WOULD IT BE POSSIBLE TO...

CLARIFYING:

JUST TO CLARIFY...

TO BE MORE SPECIFIC...

Closing

FORMAL:

BEST REGARDS, KIND REGARDS

THANK YOU, SINCERELY

INFORMAL:

THANKS, CHEERS

ALL THE BEST, TAKE CARE

Criteria

TONE: SEMI-FORMAL TO INFORMAL
DEPENDING ON RECIPIENT
AND CONTEXT.

STYLE: CONCISE, CLEAR, AND DIRECT.
USE SHORT PARAGRAPHS.

COHERENCE: WELL-ORGANIZED WITH A
CLEAR SUBJECT LINE AND
LOGICAL STRUCTURE.

ACCURACY: GOOD GRAMMAR AND
SPELLING, BUT MORE
FLEXIBLE THAN FORMAL LETTERS.

Structure

Subject line & Greeting

- CLEAR, SPECIFIC SUBJECT LINE
- APPROPRIATE GREETING
- STATE PURPOSE IN FIRST LINE

Paragraphs 2-3

- KEEP IT CONCISE AND CLEAR
- USE SHORT PARAGRAPHS
- BULLET POINTS FOR LISTS
- ONE MAIN TOPIC PER EMAIL

Ending

- ACTION POINT IF NEEDED
- POLITE CLOSING
- YOUR NAME